

Enterprise Incident Report August 2012

As of 9/4/2012

Labor Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Labor Commission	Application Services	Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Hosting	Patrick Funk	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Julie VanBeekum	2 2	10 10	0 0	12 12
		Assigned to Individual Total	2 2	10 10	0 0	12 12
	Metro A Desktop Support	Nancy Hachmeister	0 0	23 0	0 0	23 0
		Rodney Austin	0 0	4 1	0 0	4 1
		Assigned to Individual Total	0 0	27 1	0 0	27 1
	Metro A Help Desk	Ed Conrad	0 0	3 3	0 0	3 3
		Liz Evans	0 0	2 2	0 0	2 2

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			High	Low	Medium	FCR Total
Labor Commission	Metro A Help Desk	Assigned to Individual Total	0	5	0	5
			0	5	0	5
	Metro A Hosting	Chris Kunde	0	1	0	1
			0	0	0	0
		Keith Scholl	0	1	0	1
			0	0	0	0
		Tom Carney	0	0	1	1
			0	0	0	0
		Assigned to Individual Total	0	2	1	3
			0	0	0	0
	Operations Production Control	Christie Burnham	0	9	0	9
			0	9	0	9
		Assigned to Individual Total	0	9	0	9
			0	9	0	9
	Rural South Desktop Support	Lane Adams	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Technical Lead/Project Manager	Martin Gonzalez	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Voice Operations	Gail Christiansen	0	2	0	2
			0	0	0	0
		Romanza Hamblin Sorensen	0	2	0	2
			0	2	0	2
		Assigned to Individual Total	0	4	0	4
			0	2	0	2

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			High	Low	Medium	FCR Total
Labor Commission	Voice/Data/WAN Services	Mark Thomas	0	1	0	1
			0	0	0	0
	Assigned to Individual Total	0	1	0	1	
		0	0	0	0	0
	Assigned Group Total		2	63	1	66
			2	28	0	30
Customer Company Total			2	63	1	66
			2	28	0	30

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Labor Commission	Application Services	Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Hosting	Patrick Funk	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Julie VanBeekum	2 0	10 0	0 0	12 0
		Assigned to Individual Total	2 0	10 0	0 0	12 0
	Metro A Desktop Support	Nancy Hachmeister	0 0	23 0	0 0	23 0
		Rodney Austin	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	27 0	0 0	27 0
	Metro A Help Desk	Ed Conrad	0 0	3 1	0 0	3 1
		Liz Evans	0 0	2 0	0 0	2 0

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Labor Commission

			High	Low	Medium	MIR Total
Labor Commission	Metro A Help Desk	Assigned to Individual Total	0	5	0	5
			0	1	0	1
	Metro A Hosting	Chris Kunde	0	1	0	1
			0	0	0	0
		Keith Scholl	0	1	0	1
			0	0	0	0
		Tom Carney	0	0	1	1
			0	0	0	0
		Assigned to Individual Total	0	2	1	3
			0	0	0	0
	Operations Production Control	Christie Burnham	0	9	0	9
			0	0	0	0
		Assigned to Individual Total	0	9	0	9
			0	0	0	0
	Rural South Desktop Support	Lane Adams	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Technical Lead/Project Manager	Martin Gonzalez	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Voice Operations	Gail Christiansen	0	2	0	2
			0	0	0	0
		Romanza Hamblin Sorensen	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0

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			High	Low	Medium	MIR Total
Labor Commission	Voice/Data/WAN Services	Mark Thomas	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		2 0	63 1	1 0	66 1
Customer Company Total			2 0	63 1	1 0	66 1

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Labor Commission

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Labor Commission	Application Services	Tony Larsen	0 0.00	1 0.38	0 0.00	1 0.38
		Assigned to Individual Total	0 0.00	1 0.38	0 0.00	1 0.38
	Capitol Hosting	Patrick Funk	0 0.00	1 0.32	0 0.00	1 0.32
		Assigned to Individual Total	0 0.00	1 0.32	0 0.00	1 0.32
	Help Desk	Julie VanBeekum	2 0.00	10 0.03	0 0.00	12 0.02
		Assigned to Individual Total	2 0.00	10 0.03	0 0.00	12 0.02
	Metro A Desktop Support	Nancy Hachmeister	0 0.00	23 0.14	0 0.00	23 0.14
		Rodney Austin	0 0.00	4 0.16	0 0.00	4 0.16
		Assigned to Individual Total	0 0.00	27 0.15	0 0.00	27 0.15
	Metro A Help Desk	Ed Conrad	0 0.00	3 0.74	0 0.00	3 0.74
		Liz Evans	0 0.00	2 0.00	0 0.00	2 0.00

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			High	Low	Medium	ATTIR Total
Labor Commission	Metro A Help Desk	Assigned to Individual Total	0 0.00	5 0.44	0 0.00	5 0.44
	Metro A Hosting	Chris Kunde	0 0.00	1 0.80	0 0.00	1 0.80
		Keith Scholl	0 0.00	1 0.21	0 0.00	1 0.21
		Tom Carney	0 0.00	0 0.00	1 0.47	1 0.47
		Assigned to Individual Total	0 0.00	2 0.50	1 0.47	3 0.49
	Operations Production Control	Christie Burnham	0 0.00	9 0.00	0 0.00	9 0.00
		Assigned to Individual Total	0 0.00	9 0.00	0 0.00	9 0.00
	Rural South Desktop Support	Lane Adams	0 0.00	2 0.29	0 0.00	2 0.29
		Assigned to Individual Total	0 0.00	2 0.29	0 0.00	2 0.29
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	1 0.20	0 0.00	1 0.20
		Assigned to Individual Total	0 0.00	1 0.20	0 0.00	1 0.20
	Voice Operations	Gail Christiansen	0 0.00	2 0.30	0 0.00	2 0.30
		Romanza Hamblin Sorensen	0 0.00	2 0.17	0 0.00	2 0.17
		Assigned to Individual Total	0 0.00	4 0.24	0 0.00	4 0.24

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Labor Commission

			High	Low	Medium	ATTIR Total
Labor Commission	Voice/Data/WAN Services	Mark Thomas	0 0.00	1 0.30	0 0.00	1 0.30
		Assigned to Individual Total	0 0.00	1 0.30	0 0.00	1 0.30
	Assigned Group Total		2 0.00	63 0.16	1 0.47	66 0.16
Customer Company Total			2 0.00	63 0.16	1 0.47	66 0.16

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Labor Commission	Application Services	Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Hosting	Patrick Funk	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Julie VanBeekum	2 0	10 0	0 0	12 0
		Assigned to Individual Total	2 0	10 0	0 0	12 0
	Metro A Desktop Support	Nancy Hachmeister	0 0	23 0	0 0	23 0
		Rodney Austin	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	27 0	0 0	27 0
	Metro A Help Desk	Ed Conrad	0 0	3 0	0 0	3 0
		Liz Evans	0 0	2 0	0 0	2 0

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			High	Low	Medium	MR Total
Labor Commission	Metro A Help Desk	Assigned to Individual Total	0	5	0	5
			0	0	0	0
	Metro A Hosting	Chris Kunde	0	1	0	1
			0	0	0	0
		Keith Scholl	0	1	0	1
			0	0	0	0
		Tom Carney	0	0	1	1
			0	0	0	0
		Assigned to Individual Total	0	2	1	3
			0	0	0	0
	Operations Production Control	Christie Burnham	0	9	0	9
			0	0	0	0
		Assigned to Individual Total	0	9	0	9
			0	0	0	0
	Rural South Desktop Support	Lane Adams	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Technical Lead/Project Manager	Martin Gonzalez	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Voice Operations	Gail Christiansen	0	2	0	2
			0	0	0	0
		Romanza Hamblin Sorensen	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0

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			High	Low	Medium	MR Total
Labor Commission	Voice/Data/WAN Services	Mark Thomas	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		2 0	63 1	1 0	66 1
	Customer Company Total		2 0	63 1	1 0	66 1

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Labor Commission	Application Services	Tony Larsen	0 0.00	1 1.51	0 0.00	1 1.51
		Assigned to Individual Total	0 0.00	1 1.51	0 0.00	1 1.51
	Capitol Hosting	Patrick Funk	0 0.00	1 0.45	0 0.00	1 0.45
		Assigned to Individual Total	0 0.00	1 0.45	0 0.00	1 0.45
	Help Desk	Julie VanBeekum	2 0.00	10 0.04	0 0.00	12 0.03
		Assigned to Individual Total	2 0.00	10 0.04	0 0.00	12 0.03
	Metro A Desktop Support	Nancy Hachmeister	0 0.00	23 0.41	0 0.00	23 0.41
		Rodney Austin	0 0.00	4 0.41	0 0.00	4 0.41
		Assigned to Individual Total	0 0.00	27 0.41	0 0.00	27 0.41
	Metro A Help Desk	Ed Conrad	0 0.00	3 1.06	0 0.00	3 1.06
		Liz Evans	0 0.00	2 0.07	0 0.00	2 0.07

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			High	Low	Medium	ATTR Total
Labor Commission	Metro A Help Desk	Assigned to Individual Total	0 0.00	5 0.66	0 0.00	5 0.66
	Metro A Hosting	Chris Kunde	0 0.00	1 0.80	0 0.00	1 0.80
		Keith Scholl	0 0.00	1 0.77	0 0.00	1 0.77
		Tom Carney	0 0.00	0 0.00	1 0.47	1 0.47
		Assigned to Individual Total	0 0.00	2 0.78	1 0.47	3 0.68
	Operations Production Control	Christie Burnham	0 0.00	9 0.00	0 0.00	9 0.00
		Assigned to Individual Total	0 0.00	9 0.00	0 0.00	9 0.00
	Rural South Desktop Support	Lane Adams	0 0.00	2 0.44	0 0.00	2 0.44
		Assigned to Individual Total	0 0.00	2 0.44	0 0.00	2 0.44
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	1 12.66	0 0.00	1 12.66
		Assigned to Individual Total	0 0.00	1 12.66	0 0.00	1 12.66
	Voice Operations	Gail Christiansen	0 0.00	2 2.84	0 0.00	2 2.84
		Romanza Hamblin Sorensen	0 0.00	2 0.55	0 0.00	2 0.55
		Assigned to Individual Total	0 0.00	4 1.69	0 0.00	4 1.69

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			High	Low	Medium	ATTR Total
Labor Commission	Voice/Data/WAN Services	Mark Thomas	0 0.00	1 1.11	0 0.00	1 1.11
		Assigned to Individual Total	0 0.00	1 1.11	0 0.00	1 1.11
	Assigned Group Total		2 0.00	63 0.63	1 0.47	66 0.61
Customer Company Total			2 0.00	63 0.63	1 0.47	66 0.61

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Detail

INC000000554373	Debbie King	Network	None	None		TIR Missed: No	0.58
	Rural South Desktop Support	Lane Adams	Labor Commission	Low	Closed	TTR Missed: No	0.66
INC000000555304	Louis Silva	Application	Error	Microsoft Excel		TIR Missed: No	0.33
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.53
INC000000555595	Donald Walker	Application	Reporting	PGP		TIR Missed: No	0.28
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.29
INC000000555860	Gina Spjut	Telecom	Coverage Path	Telephone		TIR Missed: No	0.45
	Voice Operations	Gail Christiansen	Labor Commission	Low	Closed	TTR Missed: No	5.54
INC000000555990	Brent Asay	Network	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000556019	Leonor Lopez	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000556267	Catherine Van Duser	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	0.05
INC000000556317	Lisa Robinson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	0.15
INC000000556474	Richard Lajeunesse	Telecom	Voice Mail	Telephone		TIR Missed: No	0.19
	Voice Operations	Romanza Hamblin Sorensen	Labor Commission	Low	Closed	TTR Missed: No	0.64
INC000000556497	Lola Chacon	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.07
INC000000556666	Jamie Kittrell	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000556668	Jerry Parkstone	PC/Laptop	Performance	None		TIR Missed: No	0.22
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.79
INC000000556698	Randy E Morris	Application	None	None		TIR Missed: No	0.21
	Metro A Hosting	Keith Scholl	Labor Commission	Low	Closed	TTR Missed: No	0.77
INC000000556878	Izzy Luna	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.06
INC000000557497	Heather Gunnarson	Application	None	Gmail		TIR Missed: No	0.20
	Technical Lead/Project Manager	Martin Gonzalez	Labor Commission	Low	Closed	TTR Missed: Yes	12.66
INC000000557547	Verolinda Granados	Application	None	None		TIR Missed: No	0.17
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.17

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INC000000557551	Verolinda Granados	Application	None	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000557781	Brian Stewart	Telecom	Voice Mail	Telephone	TIR Missed: No	0.15
Voice Operations	Gail Christiansen	Labor Commission	Low	Closed	TTR Missed: No	0.15
INC000000557819	Tonya Gallegos	None	None	None	TIR Missed: No	0.26
Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	0.32
INC000000557909	Jamie Kittrell	Application	None	None	TIR Missed: No	0.84
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.88
INC000000558423	Patsy Ortega	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.33
INC000000558636	Joy Lawrence	Network	Performance	Novell eDirectory	TIR Missed: No	0.80
Metro A Hosting	Chris Kunde	Labor Commission	Low	Closed	TTR Missed: No	0.80
INC000000559066	Kerry Chlarson	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000559074	Tonya Gallegos	Application	Error	Novell GroupWise	TIR Missed: Yes	2.21
Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed	TTR Missed: No	2.81
INC000000559218	Randy E Morris	Network	None	None	TIR Missed: No	0.32
Capitol Hosting	Patrick Funk	Labor Commission	Low	Closed	TTR Missed: No	0.45
INC000000559560	Debbie King	PC/Laptop	Error	None	TIR Missed: No	0.00
Rural South Desktop Support	Lane Adams	Labor Commission	Low	Closed	TTR Missed: No	0.22
INC000000560216	Verolinda Granados	None	None	None	TIR Missed: No	0.00
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	0.03
INC000000560241	Gina Spjut	PC/Laptop	Performance	None	TIR Missed: No	0.27
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.28
INC000000560257	Ami Windham	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.44
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.44
INC000000560789	Nicole Nguyen	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000560792	Juan Gutierrez-lopez	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000560795	Veronica Gomez-Quintero	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000560796	Brad Thurman	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Labor Commission	Low	Closed	TTR Missed: No	0.00

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INC000000560797	Erin Latta	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000560799	Tonya Gallegos	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000561520	Dennis Crenshaw	Network	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	0.12
INC000000561629	Gabriella Salazar	Application	Reporting	Microsoft Word		TIR Missed: No	0.13
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	1.75
INC000000561944	Todd Newman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000562481	Dave Bloomfield	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.61
INC000000562767	Deedee Brunatti	Telecom	Voice Mail	Telephone		TIR Missed: No	0.15
	Voice Operations	Romanza Hamblin Sorensen	Labor Commission	Low	Closed	TTR Missed: No	0.45
INC000000563100	Sherrie Hayashi	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	High	Closed	TTR Missed: No	0.00
INC000000563181	Aurora Holley	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.08
INC000000563236	Monica Smith-Austen	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.77
INC000000563464	Alicia Zavala	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.82
INC000000564007	Jennifer Roundy	Application	Error	Novell GroupWise 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000564462	Ami Windham	PC/Laptop	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.01
INC000000564601	Tonya Gallegos	Application	Error	Novell GroupWise		TIR Missed: No	0.38
	Application Services	Tony Larsen	Labor Commission	Low	Closed	TTR Missed: No	1.51
INC000000565241	Tonya Gallegos	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000565242	Ami Windham	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.21
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	1.03
INC000000565593	Bobie Tupou	Application	None	Novell Messenger		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	0.00

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As of 9/4/2012

Labor Commission

INC000000565709	Tonya Gallegos	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000566124	Leonor Lopez	None	None	None		TIR Missed: No	0.47
	Metro A Hosting	Tom Carney	Labor Commission	Medium	Resolved	TTR Missed: No	0.47
INC000000566136	Kate McNeill	None	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.16
INC000000566229	Shaheen Safiullah	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	0.37
INC000000566271	Dave Bloomfield	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000566297	Richard Lajeunesse	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.07
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.24
INC000000566697	Gabriella Salazar	PC/Laptop	Performance	None		TIR Missed: No	0.07
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.11
INC000000566844	Evelyn S Partner	PC/Laptop	Performance	None		TIR Missed: No	0.44
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	0.44
INC000000567265	Gabriella Salazar	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.34
INC000000567996	Alan L Hennebold	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000568843	Donald Walker	Network	Performance	None		TIR Missed: No	0.05
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.07
INC000000569531	Patsy Ortega	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.46
INC000000570315	Bobie Tupou	Application	None	Adobe Acrobat		TIR Missed: No	0.13
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.14
INC000000570585	David Lamb	Application	None	Microsoft Office 2003 Professional		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	High	Resolved	TTR Missed: No	0.00
INC000000570686	Joy Lawrence	Network	Performance	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000571310	Izzy Luna	Telecom	None	Telephone		TIR Missed: No	0.30
	Voice/Data/WAN Services	Mark Thomas	Labor Commission	Low	Resolved	TTR Missed: No	1.11